U-1007-C

Report Year:

2020

Reporting Unit Type: ☑ Total Company ☐ Exchange ☐ Wire Center Reporting Unit Name: Total Ducor, Kennedy Meadows, and Rancho Tehama

Ducor Telephone Company

														,
				Date filed					Date filed			Date filed		
	Measurement (Compile me	nent (Compile monthly, file quarterly) 1st Quarter 2nd Quarter			2nd Quarter 3rd Quarter			4th Quarter						
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	1.83	0.93	0.87	1.63	5.44	14:46	13.76	30.69	6.63			
Installation Interv		Total # of service orders	7	3	4	7	7	7	8	9	5		1	
Min. standard = 5	bus. days	Avg. # of business days	0.26	0.31	0.22	0.23	0.78	2.07	1.72	3.41	1.33			
		Total # of installation commitments	7	3	4	7	7	7		9	5			
Installation Com	mitment	Total # of installation commitment met	7	3	4	7	7	6		7	5		1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	1		2	0			
		% of commitment met	100%	100%	100%	100%	100%	86%		78%	100%			
Customers		Acct # for voice or bundle, res+bus												
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports								L	J			
units v	8% (8 per 100 working lines for	Total # of working lines					Î						1	
		Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	927	910	906	870	875	875	859	855	855			
	10% (10 per 100 working lines	Total # of trouble reports	11	910	16	5	6	9	8	11	11		-	
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	0%	2%	1%	1%	1%	1%	1%	1%			-
		Total # of outage report tickets	0	1	12	4	0	9	8	11	11		-	
		Total # of repair tickets restored in < 24hrs	0	1	12	3	2	9	8	11	11		-	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	80.0%	50.0%	100.0%	100.0%	100.0%	100.0%		-	
Out of Service Re		Sum of the duration of all outages (hh:mm)	100%	1:03	12:20	5:49	2:19	9:30	12:28	15:05	16:26			-
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)		0:32	2:20	10:46	4.52	3:43	1:34	7:55	3:41			
		Indicate if catastrophic event is in month	No		2:20 No	No	No 4.32	3:43 No	No	7:55 No	5:41 No			-
				No										
		Total # of outage report tickets	0	1	12	4	6	9	8	11	11			<u> </u>
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	12	3	3	9	8	11	11			<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75%	50%	100%	100.0%	100.0%	100.0%			
		Sum of the duration of all outages (hh:mm)	0:00	1:03	12:20	5:49	10:57	9:30	12:28	15:05	16:26			
		Avg. outage duration (hh:mm)		0:32	2:20	10:46	20:44	3:43	1:34	7:55	3:41			
		Number of customers who received refunds	2	4	7	1	2	1	2	10	1			
Refunds		Monthly amount of refunds	\$47.48	\$161.67	\$163.62	\$34.01	\$65.44	\$109.68	\$60.38	\$926.39	\$7.12			
	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	-											
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
,	- '	%<_60 seconds											1	
i							Î							

Primary Utility Contact Information

Phone: 559-534-2211 Email: evotaw@varcomm.biz Name: Eric Votaw

Date Adopted: 7/28/09

Company Name:

Date Revised: 1/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Ducor Telephone Company	U#:	U-1007-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting U	Jnit Name:	Ducor Exchange	

			Date filed			Date filed				Date filed			Date filed		
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter		2nd Quarter				3rd Quarter	4th Quarter				
			Jan Feb Mar			Apr	May	Jun	Jul	Aug	Sep	Oct Nov De			
		Total # of business days	0.69	0.31	0	6:45	0	8.57	0	1	1				
Installation Interva		Total # of service orders	3	1	0	1	0	6	0	1	1			1	
Min. standard = 5 b	us. days	Avg. # of business days	0.23	0.31	0	0.27	0	1.43	0	1	3.06				
		Total # of installation commitments	3	1	0	1	0	6	0	1	1				
Installation Comm	nitment	Total # of installation commitment met	3	1	0	1	0	6	0	1	1				
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0			<u> </u>	
		% of commitment met	100%	100%	100%	100%	100%	86%		100%	100%			ı	
Customers		Acct # for voice or bundle, res+bus													
Customer Trouble	Report														
		Total # of working lines													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports													
	units w/ 2 3,000 inles)	% of trouble reports													
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												1	
		Total # of trouble reports													
	units w/ 1,001 - 2,999 inles)	% of trouble reports													
	10% (10 per 100 working lines	Total # of working lines	248	240	239	226	226	222	216	213	213				
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	2	3	2	1	3	0	3	3			1	
	101 011110 11/ 2 1,000 11100)	% of trouble reports	1%	1%	1%	1%	0%	1%	0%	1%	1%			1	
	•	Total # of outage report tickets	0	1	12	2	1	3	0	3	3			1	
Adhasa		Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3	0	0	0			1	
Adjusted Out of Service Rep	nort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			1	
Min. standard = 909		Sum of the duration of all outages (hh:mm)	0:00	1:03	36:20	2:40	3:18	5:09	0:00	6:04	8:16			1	
IVIIII. Staridard = 50	70 WILLIN 24 1113	Avg. outage duration (hh:mm)	0:00	0:32	2:20	1:20	3:18	5:09	0:00	2:01	2:45			1	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			ı	
		Total # of outage report tickets	0	1	12	2	1	3	0	3	3				
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	12	2	1	3	0	0	0				
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			ı	
·		Sum of the duration of all outages (hh:mm)	0:00	1:03	36:20	0:00	3:18	5:09	0:00	6:04	8:16			ı	
		Avg. outage duration (hh:mm)	0:00	0:32	2:20	0:00	3:18	5:09	0:00	2:01	2:45			<u> </u>	
		Number of customers who received refunds	0	2	4	0	1	0	1	0	1			ı	
Refunds Monthly amount of refunds		Monthly amount of refunds	\$0.00	\$60.80	\$114.76	\$0.00	\$25.44	\$0.00	\$15.48	\$0.00	\$7.12				
Answer Time (Trou	ble Reports, Billing & Non-Billing)														
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												·	
live agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent												·	
• .	<i>5</i> ,	%<60 seconds												 L	

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Ducor Telephone Company	U#: U-1007-C	Report Year: 2020
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Rancho Tehama Exchange

Measurement (Compile monthly, file quarterly) Date filed 4/30/2019			4/30/2019		Date filed				Date filed			Date filed		
	weasurement (Compile mo	Titiliy, file quarterly)		1st Quarter		2nd Quarter				4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
nstallation Interva		Total # of business days	1.14	0.40	0.87	22.26	1.93	0	11.39	13.25	0.11		ļ!	
nin. standard = 5 bi		Total # of service orders	4	1	4	4	4	0.00	5	4	1			
min. Staridard = 0 Di	us. days	Avg. # of business days	0.29	0.40	0.22	0.23	0.48	0	2.28	3.31	0.11			
		Total # of installation commitments	4	1	4	4	4	0	4	4	1			ĺ
nstallation Comm	itment	Total # of installation commitment met	4	1	4	4	4	0	3	3	1		ļ l	<u> </u>
/lin. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	1	1	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	75%	75%	100%			
Customers		Acct # for voice or bundle, res+bus											ļ l	
Customer Trouble	Report													
	00/ (0 100 - 10 - 7	Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standare	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
	urius w/ 1,001 - 2,999 iiries)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	533	524	523	499	501	502	491	489	487			
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	4	1	13	2	4	4	4	5	4			
	Tor drifts W/ 2 1,000 lines)	% of trouble reports	1%	1%	3%	1%	1%	1%	1%	1%	1%		1	
	•	Total # of outage report tickets	0	0	12	2	4	4	4	5	4		1	
		Total # of repair tickets restored in < 24hrs	0	0	12	1	2	4	4	5	4			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	50%	100%	100%	100%	100%			
Out of Service Rep		Sum of the duration of all outages (hh:mm)			36:20	47:39	603:04	27:11	3:23	73:46	26:49			
/lin. standard = 90	1% Within 24 hrs	Avg. outage duration (hh:mm)			2:20	23.:50	150:46	6:48	0:51	14:45	6:42			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of outage report tickets	0	0	12	1	3	4	4	5	4			
nadiusted		Total # of repair tickets restored in < 24hrs	0	0	12	0	2	4	4	5	4			
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	75%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)			36:20	47:39	79:39	27:11	3:23	73:46	26:49			
		Avg. outage duration (hh:mm)			2:20	23.:50	26:33	6:48	:51	14:45	7:02			
		Number of customers who received refunds	0	2	2	1	1	1	0	9	0			
Refunds		Monthly amount of refunds	\$0.00	\$100.87	\$34.43	\$34.01	\$40.00	\$109.68	\$0.00	\$923.15	\$0.00			
	ble Reports, Billing & Non-Billing)	,					,							
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing											 	
ve agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
3. (%<_60 seconds												
_		F											†	

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Ducor Telephone Company	U#: <u>U-1007-C</u>	Report Year:	2020
Reporting Unit Type:	☐ Total Company	Reporting Unit Name:	Kennedy Meadows Exchange	

Measurement (Compile monthly, file quarterly)			Date filed 4/30/2019		Date filed			Date filed			Date filed			
1	Measurement (Compile in	onthly, me quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
1			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	-l	Total # of business days	0	0.22	0	10.31	3.51	5.89	2.37	16.44	3.46			
Min. standard = 5 b		Total # of service orders	0	1	0	2	3	1	3	4	3			
IVIIII. Staridard – 5 bi	ous. uays	Avg. # of business days	0	0.22	0	0.22	1.17	5.89	0.79	4.11	1.15		1	
		Total # of installation commitments	0	1	0	2	3	1	3	4	3			
Installation Comm		Total # of installation commitment met	0	1	0	2	3	0	3	3	3		1	İ
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	0	1	0			
		% of commitment met	100%	100%	100%	100%	100%	0%	100%	75%	100%			
Customers		Acct # for voice or bundle, res+bus											1	
Customer Trouble	Report													
	00/ (0 100 1: " 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard	8% (8 per 100 working lines for	Total # of working lines											1	
		Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	146	146	144	145	148	151	152	153	155			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	0	0	1	1	2	4	3	4			
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	3%	0%	0%	1%	1%	1%	3%	2%	3%			
		Total # of outage report tickets	0	0	0	1	1	2	4	3	4			
		Total # of repair tickets restored in < 24hrs	0	0	0	1	1	2	4	3	4			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Out of Service Rep		Sum of the duration of all outages (hh:mm)	,,,,,,			3:30	1.83125	0.0479167	9:05	7:15	5:21			
Min. standard = 90%	% Within 24 hrs	Avg. outage duration (hh:mm)				3:30	1.83125	:35	2:16	2:25	1:20			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of outage report tickets	0	0	0	1	1	2	4	3	4			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	1	2	4	3	4			
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)				3:30	1.83125	0.0479167	9:05	7:15	5:21			
<u> </u>		Avg. outage duration (hh:mm)				3:30	1.83125	:35	2:16	2:25	1:20		†	
		Number of customers who received refunds	2	0	1	0	0	0	1	1	0		†	
		Monthly amount of refunds	\$47.48	\$0.00	\$14.43	\$0.00	\$0.00	\$0.00	\$44.90	\$3.24	\$0.00		†	
Answer Time (Trou	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			1	1					1		†	
	nu option to reach live agent).	Total # of call seconds to reach live agent			Ì	1							†	
		%<60 seconds												
•					İ	t	1							

Primary Utility Contact Information

Name: Eric Votaw	Phone: 559-534-2211	Email: evotaw@varcomm.biz

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)